

# CROSS CULTURE NEGOTIATION

## Course Syllabus



### Overview:

This training will provide you with a proven knowledge of cross- culture negotiation techniques and communication skills to better manage and prevent conflicts or situations that occur in the workplace in the real life.

The theoretical part of the training will allow you to be familiar and be aware of how conflicts arise and why is important to be able to identify and resolve them before getting out of control and damage the workplace environment and the quality of the work.

Case studies will be review and shared to high light the possible scenarios that can happen in the hospitality industry.

The awareness of diversities, cross- culture negotiation, mediation techniques and communication skills can be useful to manage and prevent conflict and create a better workplace environment and more efficient.

### Course Description:

Today the business success requires intercultural awareness and effective cross cultural communication skills. The companies and organizations today consist of staff from the four corners of the globe. For instance, colleagues work in multi- cultural teams either in the same office or across borders. Cross-Culture Negotiation is a comprehensive course designed for professionals who work in the business environment. This course seeks to demonstrate the importance of cross-cultural communication and the benefits of being sensitive and mindful of cultural differences in international business. Concepts of negotiation styles, cultural differences and etiquettes, and conflict analysis will be discussed at length. The trainees will also have the opportunity to practice these skills and concepts through mock negotiations, and also analyze case studies.

The benefits of the cross culture negotiation are:

- facilitate the building of interpersonal relationship;
- foster mutual understanding and respects;
- help understand where cross culture differences lie;
- provide solutions, guidelines, and techniques to help the team building the process.

### COURSE SCHEDULE

#### FIRST SESSION

#### *PART I: Cross-culture negotiation and global business etiquettes*

#### 1. Traditional Methods of Negotiation

- Why negotiate?
- Types of Negotiation
- Effective Negotiation Techniques in the Era of Globalization.
- Negotiator Tools

#### 2. What is Culture?

- What is culture? Exploration of various definitions of culture.
- Types of Cultures:
  - o Corporate cultures
  - o Regional cultures
  - o Cultures of various socio-economic groups
  - o Cultures of various age groups

#### 3. Negotiation and Culture

- Influences of culture in international negotiations.
- High Context vs. Low Context Cultures.
- Communitarian vs. Individualism.

#### 4. International Etiquette

- Cross- cultural issues in global communications and negotiations
- Case studies

## SECOND SESSION

### Part II: *How to Manage Conflicts in the International Arena*

#### 1. Managing Business Conflicts & International Business Disputes

- What is a conflict
- Culture and International Business: How and Why Conflicts arise.
- Managing and Mitigating Conflicts in International negotiation: communication techniques ( including body language) and miscommunication.
- Preventive conflicts in international negotiation

#### 2. Methods to resolve conflicts

- What are Alternative Dispute Resolution Methods (ADR)
- What is Negotiation?
- What is Mediation?
- Negotiation vs. Mediation
- What is Arbitration?

#### 3. Focusing on Mediation

- Benefits/Advantages of mediation versus litigation and arbitration
- Preventing and managing international conflicts viamedi-  
diation
- Mediation Process
- Mediation Techniques
- Communication Skills used in mediation
- Difficult Disputants
- Analyzing conflicts; deriving solutions to conflicts in the workplace and within organizations.

2. Business Meeting:
  - a. Introduction
    - i. Name, gender, sex
  - b. Timing
  - c. Dress code
  - d. Dining
3. Types of Negotiations
  - a. Strategy used from different cultures
4. Dealing with uncomfortable situations
5. Superstitions
6. Body language

## FOURTH SESSION

### PART IV: *How to Overcome the Challenges: Tips to Succeed in an International Negotiation*

Stage I: pre-negotiation

Stage II: Negotiation preparation

Stage III: Actual negotiation

## FIFTH SESSION

### Part V: *Exercise*

#### Mock Mediation

- Practice exercises and stimulations in international business.
- International Etiquettes: Selected case studies

#### Mock Negotiation

- Practice exercises and stimulations in international business.

## THIRD SESSION

### PART III: *Specific Etiquettes*

#### 1. Etiquettes:

1. Dining:
  - a. Drinking
  - b. Payment model
  - c. Noises



Bridge Mediation LLC  
964 Fifth Avenue Suite 216  
San Diego, CA 92101  
Tel: 1.619.699.5910  
Fax: 1.619.699.5911

